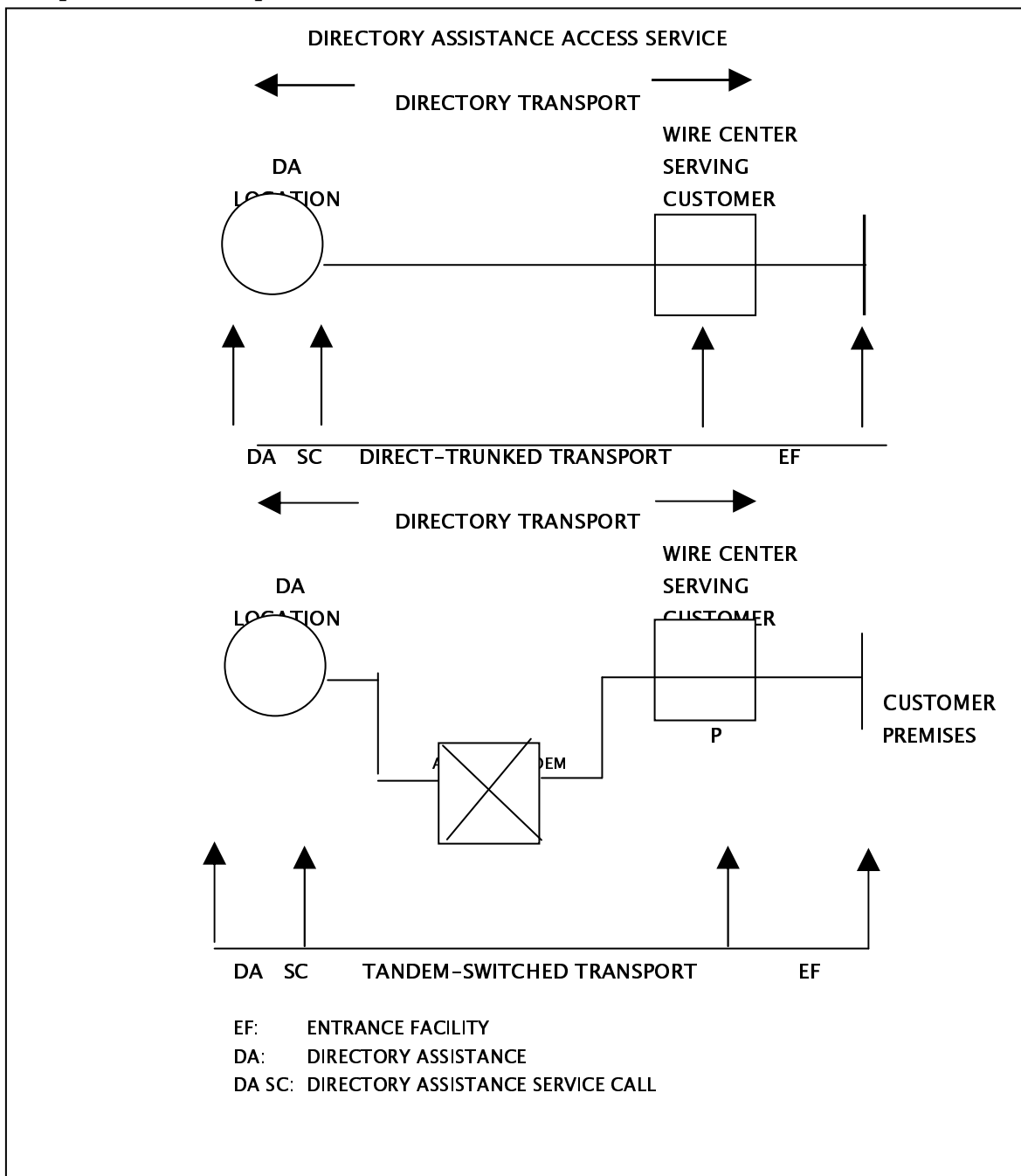


9.1 General

Directory Assistance (DA) Access Service provides access to SWBT Directory Assistance Service locations (DA locations), use of DA access equipment and use of automated DA to provide telephone numbers or a report that a number is non-published. DA Access Service provides for the ability to terminate calls from a customer's premises to a SWBT DA location to obtain telephone listing information. (C)

The following diagrams depict generic views of the components of DA Access Service and the manner in which the components are combined to provided a complete Access Service. (C)



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DIRECTORY ASSISTANCE ACCESS SERVICE

9.2 Service Description

- (A) Upon being furnished a city, state and name and locality by the customer's end user, the SWBT's automated DA will provide or attempt to provide the telephone number listed in the SWBT's DA records associated with the name given. SWBT's contact with the customer's end user is limited to that effort necessary to provide a customer's end user's request for a telephone number; and SWBT will not transfer, forward or redial a customer's end user's call to any other location for any purpose other than the provision of DA Service. (C) (T)
- (B) Automated DA will respond to a maximum of three (3) telephone number requests per call to the automated DA. A telephone number which is not listed in DA records will not be available to the customer's end user. When the DA location or DA equipment or terminals are out of service due to a SWBT equipment failure, or an incorrect number is provided, a credit will apply as specified in Section 9.4.5 (Credit Allowance for DA Service). SWBT DA Access Service is not available for 800-555-1212 traffic. (C) (D) (T)
- (C) SWBT will distribute the calls received over the DA Access Service to the automated DA using the DA location access equipment. SWBT will specify the DA location which provides the DA Service for each Numbering Plan Area code (NPA). The DA locations are specified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 (NECA No. 4), Wire Center and Interconnection Information. When SWBT determines it necessary to change a DA location, the involved customer will be notified by SWBT six months prior to the change. For such changes, the regulations specified in Sections 2.1.4(F) and (G) will apply. (C) (T)

DIRECTORY ASSISTANCE ACCESS SERVICE

9.4 Rate Regulations (Cont'd)

9.4.1 Rate Categories

There are three rate categories which apply to DA Access Service:

- DA Interconnection Charge (described in (A) following)
- DA Service Call (described in (B) following), and
- Directory Transport (described in (C) following),

In addition, Switched Access nonrecurring charges may apply as specified in 6.8.2 (Nonrecurring Charges).

(A) DA Interconnection Charge

The DA Interconnection Charge rate category provides for certain switching capability and network operations type functions not assigned to other DA Access Service rate categories. This charge is assessed to all customers who interconnect with SWBT's DA locations and is applied on a per DA call basis.

(B) DA Service Call

The DA Service Call rate category provides for the use of SWBT's DA equipment and automated DA. (C)

(C) Directory Transport

The Directory Transport rate category provides for the transmission facilities and transport termination used for DA Access Service in transporting a call between the customer's premises and the DA location.

Directory Transport provides a two-way voice frequency transmission path using facilities determined by SWBT as set forth in Section (T) 6.5 of Tariff FCC No. 73, which permit the transport of calls in (T) the terminating direction (from the premises of the ordering customer to the DA location).

DIRECTORY ASSISTANCE ACCESS SERVICE

9.4 Rate Regulations (Cont'd)

9.4.3 Monthly Recurring and Usage Rates

(A) General

Monthly recurring rates (including fixed and per mile rates) are flat recurring rates that apply each month or fraction thereof that a specific rate category is provided. For billing purposes, each month is considered to have thirty (30) days. Usage rates are rates that apply on a per unit basis (e.g., per call or per call per mile) when a specific rate element is used. Usage charges are accumulated over a monthly period.

(B) DA Interconnection Charge

A DA interconnection Charge is a usage rate which applies for each call which has been answered by or forwarded to automated DA. The number of calls answered by or forwarded to automated DA will be accumulated by SWBT's measuring equipment. No charge applies if the automated DA is unable to provide the requested telephone number. (T)
(C)
(C)
(C)
(C)
(C)

(C) DA Service Call

A DA Service Call is a usage rate which applies for each call that has been answered by or forwarded to automated DA. The number of calls answered by or forwarded to automated DA will be accumulated by SWBT measuring equipment. No charge applies if the automated DA is unable to provide the requested telephone number. (T)
(C)
(C)
(C)
(C)

(D) Directory Transport

The Directory Transport rate element is composed of the following:

- Entrance Facility
- Direct-Trunked Transport
- Tandem-Switched Transport (which is composed of a Tandem-Switched Directory Transmission rate and a Directory Tandem Switching rate).

Rates for Directory Transport are specific to the subcategory being provided and are described below:

(1) Entrance Facility

A monthly rate applies to each Entrance Facility provided for DA Access Service on either a per point of termination basis (for Voice Grade) or on a per type of connection basis (for DS1 and DS3). The monthly rate is set forth in Section 6.9.2 of Tariff FCC No. 73. (T)
(T)

When the Entrance Facility is dedicated to DA Access Service, the monthly rate for the Entrance Facility applies. When DA Access Service is provided over a Switched Transport Entrance Facility that combines both DA Access Service and Switched Access Service, only one Switched Transport Entrance Facility charge applies.

DIRECTORY ASSISTANCE ACCESS SERVICE

9.4 Rate Regulations (Cont'd)

9.4.3 Monthly Recurring and Usage Rates (Cont'd)

(D) Directory Transport (Cont'd)

(2) Direct-Trunked Transport

For each Direct-Trunked Transport facility provided for DA Access Service, the following monthly rates apply:

- a fixed monthly rate
- a monthly rate per mile

on a per connection type basis (i.e., Voice Grade, DS1 or DS3). The monthly rates are set forth in Section 6.9.2 of Tariff FCC No. 73. Mileage measurement is set forth in Section 9.4.3 (D) (4). (T)
(T)
(T)

The monthly rates for Direct-Trunked Transport apply only when the Direct-Trunked Transport facility is dedicated to DA Access Service. When DA Access Service is provided over a Switched Transport Direct-Trunked Transport facility that combines both DA Access Service and Switched Access Service (i.e., some of the channels is the facility transport only DA Access Service and other channels in the facility transport only Switched Access services), only one Direct-Trunked Transport rate applies.

When the customer specifies the direct rating option on tandem routed DA Access Service, the Direct-Trunked Transport rates apply to the interoffice links between the serving wire center and the access tandem.

(3) Tandem-Switched Transport

Tandem-Switched Transport is provided as two subelements:

- Tandem-Switched Directory Transmission
- Directory Tandem Switching

There are also two rating options which apply to Tandem-Switched Transport:

- tandem rating option
- direct rating option

Only one rating option may be selected per customer per access tandem. When the customer has both tandem routed Switched Access Service and tandem routed DA Access Service at the same access tandem, the rating option selected must be the same for both services.

The application of the Tandem-Switched Transport subelements is set forth in Section 9.4.3 (D) (3) (a) and (b). The tandem rating option and the direct rating option are set forth in (c) following. (T)

(a) Tandem-Switched Directory Transmission

A per call rate and a per call per mile rate applies to each DA call which has been answered by or forwarded to automated DA when the transport was provided using a Tandem-Switched Transport facility. Mileage measurement is described in Section 9.4.3 (D) (4). (C)
(T)

DIRECTORY ASSISTANCE ACCESS SERVICE

9.4 Rate Regulations (Cont'd)

9.4.3 Monthly Recurring and Usage Rates (Cont'd)

(D) Directory Transport (Cont'd)

(3) Tandem-Switched Transport (Cont'd)

(b) Directory Tandem Switching

A rate per call applies to each DA call which has been answered by or forwarded to automated DA when the transport was provided using a Tandem-Switched Transport facility. (C)

(c) Rating Options

- Tandem Rating Option

The tandem rating option applies Tandem-Switched Directory Transmission rates to the mileage measured from the serving wire center to the DA location. Directory Tandem Switching is also applied for the switching functions of the access tandem.

- Direct Rating Option

The direct rating option applies Direct-Trunked Transport rates to mileage measured from the serving wire center to the access tandem. When the direct rating option is selected, the customer can also specify routing to hubbing locations between the serving wire center and the access tandem. If intermediate hubbing is requested, mileage between hubs is also measured as set forth in Section 6.8.5 of Tariff FCC No. 73. Tandem-Switched Directory Transmission rates are applied to the mileage measured from the access tandem to the DA location. Directory Tandem Switching is also applied for the switching functions of the access tandem. (T)
(T)

(4) Mileage

The mileage for Directory Transport is measured from the serving wire center for the premises of the ordering customer to the DA location. These two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA Service is requested or in the LATA of the DA location. The measurement will be performed and charges determined as described in Section 6.8.5 of Tariff FCC No. 73. (T)
(T)

DIRECTORY ASSISTANCE ACCESS SERVICE

9.4 Rate Regulations (Cont'd)

9.4.5 Credit Allowance for DA Service

(A) Per call credits will be allowed for a DA Service Call, DA Interconnection Charges and Tandem-Switched Transport in the following situations. The customer shall report such calls and include the following information.

(1) SWBT Equipment Failure

When a DA call is not completed because the DA location or DA equipment or terminals are out of service due to a SWBT equipment failure, a credit allowance is applicable. (D)

The customer shall report such calls and include the DA number dialed, the time of the call and the date of the call. The number of calls for which a credit will apply will be developed by SWBT in cooperation with the customer.

(2) Incorrect Number

When automated DA or DA equipment provides an incorrect number for a call, a credit allowance is applicable. (C)

The customer shall report such calls and include the number requested, the number provided and the reason the number provided is incorrect. The number of calls for which a credit will apply will be developed by SWBT in cooperation with the customer.

(3) Application of Credit Amount

- The amount of credit to be applied per call is the sum of all DA Service Call rates (i.e., DA Interconnection Charge, DA Service Call and Tandem-Switched Transport per call rates). These rates are specified in Section 9.5. (T)

- The credit allowance for the Switched Access usage sensitive portion of the call in the originating LATA of the DA call is as specified in Section 9.5(E). (T)

(4) No charge applies if the automated DA is unable to prove the requested telephone company. (C)
(C)

(B) Credit allowances for monthly recurring rates are only available for service interruptions and will be provided as set forth in Section 2.5.5. (T)